



HARDWARE WORKING GROUP





24-25 April 2002



Opening Remarks

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT



MCHS HWG Current Membership



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- HQMC C4I
- PM AD
- PM I
- PM COMM
- PM OC
- PM CLAWS
- PM IS
- PM IT
- MARFORPAC
- MARFORLANT
- TECOM

- SE&I
- LAV
- AAAV
- AAV
- PSE
- MCCDC
- MCTSSA
- MCWL
- CSLE
- MARFORRES



Agenda Wednesday 24 April 2002 Morning Session



0830 - 0840	Opening Remarks	Mr. Nguyen
0840 - 0920	MCHS Procurement Process	Mr. Choi
0920 - 0935	Open Issues and Action Items	Mr. Nguyen
0935 - 1035	New MCHS Requirements/	Mr. Nguyen
	Updated MCHS BPA Configuration Baseline	
1035 - 1045	Break	
1045 - 1100	New BPA Announcement	Mr. Riffe
1100 - 1130	Waiver Procedures/New Policies	Mr. Long
1130 - 1200	MCWL Brief	Capt Vrable
1200 - 1300	Lunch	





1300 - 1345	NMCI Contingency Plan	Mr. Glover
		LtCol Ochs
		LtCol Harrison
1345 - 1400	Break	
1400 - 1430	Panasonic Power Adaptor	Mr. Helfstein
1430 - 1445	BPA Logistics	Ms. Sullivan
1445 – 1515	MCHS Vendor Trouble Calls	Mr. Burrell
1515 – 1530	Break	
1530 - 1600	Action Items	Mr. Nguyen
1600 – 1630	Voting Issues	Mr. Nguyen

Agenda Thursday 25 April 2002



0830 - 0840	General Comments	Mr. Choi
0840 - 1130	New BPA Round Table Discussion	Mr. Nguyen
		Vendors
1130 – 1245	Lunch	
1245 – 1345	Vendor Road Map Briefing - Intel	Mr. Everard
1345 - 1400	Break	
1400 - 1500	Vendor Road Map Briefing – Dell	Mr. Martin
1500 - 1515	Break	
1515 – 1615	Vendor Road Map Briefing – Micron	Ms. Alexander

Health of MCHS – where your request for equipment is. WAIVER WAIVER WAIVER WAIVER WAIVER WAIVER WAIVER WAIVER **WAIVER** WAIVER WAIVER WAIVER WAIVER WAIVER WAIVER WAIVER



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MCHS Procurement Process

Jason Choi MCHS Project Manager 703-784-0810 Choijj@mcsc.usmc.mil





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How does the MCHS process work?

• Each year PM NMCI/IT conducts "Interviews" with USMC project officers to identify their IT requirements. These requirements and funding feed into the DOD Program Objective Memorandum (POM) process. IT funds for individual USMC programs/projects are managed through PM NMCI/IT for centralized procurement and Total Asset Visibility.





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Why do we have to buy from the MCHS Buyer's Guide?

• As of 1 October 1999, the Marine Corps officially transitioned to centralized IT acquisition with MARCORSYSCOM as the Office of Primary Responsibility (OPR). IT Advisory 98-03, Marine Corps Buyer's Guide, established the Buyer's Guide as the only reference for procurements.





Which Policies Support Central Procurement?

- IT Advisory 98-03, Marine Corps Computer Buyers' Guide, 12 Aug 98, (MARADMIN 037/02) announced publication of the Marine Corps Buyer's Guide and established the Buyer's Guide as the only reference for procurements.
- IT Advisory 00-02, Acquisition & Leasing of IT Hardware & Software Policy, 22
 May 00, states that procurement and refreshment of all desktops, laptops, and
 servers are to be centrally managed by MARCORSYSCOM. It further states
 that local commands are no longer authorized to acquire desktops, laptops, and
 servers using O&MMC funds.
- IT Advisory 00-03, Marine Corps IT Requirements & Acquisition Policy, 23 May 00, states that as of 1 OCT 99, the Marine Corps officially transitioned to centralized IT acquisition...for workstations and servers and that centralized acquisition of remaining infrastructure elements will occur no later than FY02. It further states that all waivers for Non-MCHS products must be approved through AD/CMC C4. It also reiterates that use of local O&M MC funds to procure servers, desktop and laptop computers is not authorized...with no restrictions on the purchase of other assets (e.g., routers, switches, hubs).

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Slides and additional information evailable at the MCHS Website to LITTE //www.make.margarayeem.yema.mil



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How do I purchase a MCHS computer?

Computers should be purchased via the MCHS Buyer's Guide website. The process can be summarized as follows:

- (1) Go to the MCHS Buyer's Guide Website
- (2) Select the product(s) you would like to procure
- (3) Fill out the required forms (Configuration/Shipping Address form, Determination & Finding Waiver form, etc.)
- (4) Submit Request and questions to the MCHS_Team





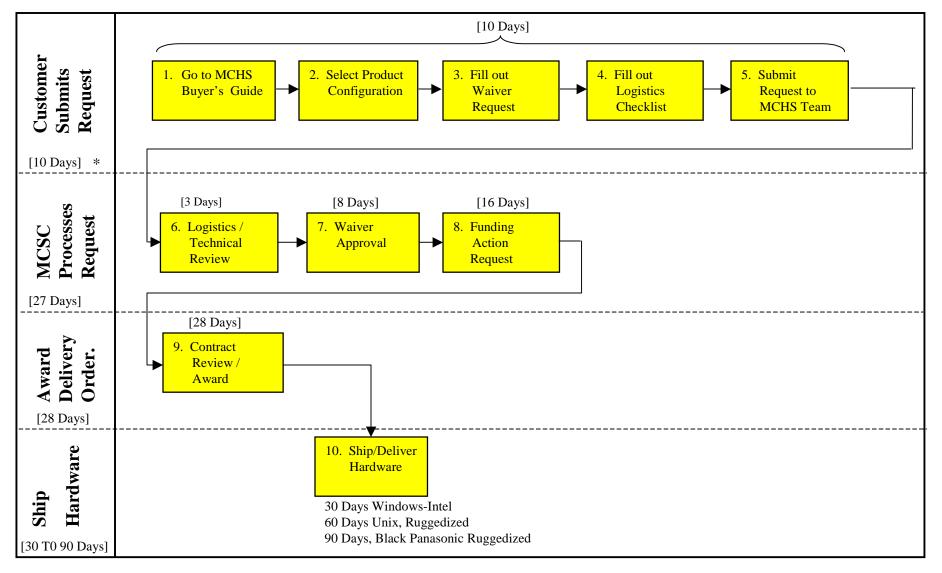
How long does the procurement process take?

For Windows/Intel platforms, at a minimum: 80 days. Plan on 95 days.

- (1) Customer submits request to the MCHS_Team.....10 Days
- (2) MARCORSYSCOM processes request......27 Days
- (4) Vendor ships hardware......30 Days
- For Unix/Ruggedized: Add an additional 30 days for shipping. Total time: 110 125 days.
- For Black Panasonic/Ruggedized: Add an additional 60 days for shipping: Total time: 140 155 days.



MCHS Hardware Procurement Process Flow & Representative Timeline



* Note: All times are calendar days
Total Lead Time: 95 Days Intel; 125 Days Unix; 155 Days (Black Panasonic Ruggedized)

Refresh



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- Due to funding constraints, the MHCS program has shifted from a 3-year to a 5-year technology refresh/replacement life cycle for workstations. The refresh cycle for servers will remain 3-years.
- All users requesting MCHS workstation hardware should select the option for two additional years of warranty (5-years total).
- MCHS vendors offer the option for extended warranty support but the options must be exercised (selected) up front, during the initial purchase.





Open Issues and Action Items

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT





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Open Action Items

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT



HWG OPEN ACTION ITEMS

Action	Action Description	Tasked Agency (s)	Requesting Agency (s)	Status
1-01/4	Identify alternatives, new technology, for handheld platforms; PDA, Blackberries, Pocket PCs, etc. (Must be DOD DII COE and IT-21 compliant)	MCHS HWG	PM IS	HQ C4 not yet willing to commit to this technology
2-01/4	Provide CMP to all HWG members that do not attend HWG 2-01 so that comments can be returned by 26 JUL 2001	PM NMCI/IT Northrop Grumman IT	PM NMCI/IT	Ongoing.
3-01/1	Coordinate future upgrades to NT 2000 Server and Windows 2000/Windows XP with SWG, IWG, and HQMC.	HQMC C4	MCHS HWG	Open.
3-01/2	Identify Server Depth requirements from users for CISC and RISC Servers.	PM COMM	MCHS HWG	Open.
3-01/3	Investigate Vendor recurring problems with delivered equipment.	PM NMCI/IT	MARFORRES	Open.

(Continued on next page)

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Slides and additional information available at the MCHS Website: HTTP://www.mchs.marcorsyscom.usmc.mil

HWG OPEN ACTION ITEMS



(Continued from previous page)

Action	Action Description	Tasked Agency (s)	Requesting Agency (s)	Status
3-01/4	Establish mailbox on MCHS Web site for customer communications.	PM NMCI/IT	MCHS HWG	Open.
3-01/5	Create on-line trouble report on the MCHS Web Site	PM NMCI/IT	MARFORRES	Open.
3-01/6	HQMC approval of Non-MCHS Waiver Form/Procedure	HQMC C4	PM NMCI/IT	Open.



New MCHS Requirements/ Updated MCHS BPA Configuration Baseline

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT



Tough Book, Airborne

HMM-265 Dragon Intelligence

Collection Mission for 3d MARDIV assault

- -Provide digital photos and disseminate by the fastest way
- -3d MARDIV COC deployed in central training area



Former project officer.... Back in action



After taking photos in .jpg format, we can download to the laptop While airborne, burn onto CD, and then......



... deliver to the Marines on the "battlefield", photos are no more than 20 min old from the first fly-over target. We can format video in to MPEG Files, too. Thanks to the ruggedness of the CF-28, we are able to bring The FLIC (flight line intel center) airborne to some extent. You wont believe How the touch-screen is so much more easier to use now compared to the Older Panasonics...



Parting Shots

This is just one way that enhanced our mission at the squadron level. Not only can we do the photos, but, I could be able to format video into MPEG 1 files (1MAW's SOP), burn to CD or do a data dump. The vibrations of the helo have no impact on the CF-28. I am trying to bring the "battalion" mentality into our S-2 and try to see what we can accomplish in-flight vs. on the ground. I figure, if we have helos for transport, that's a great way to disseminate, doing this with 3d MARDIV proved effective to their collections plan/ops. Oh my God...intel Marines taking photos of the battlefield and delivering them in a timely manner?

"NOTEBOOK LIMITATIONS:

WE NEED TRANSPORTABLE NOTEBOOKS CAPABLE OF HANDLING UP TO 40 GB W/ 256 MB RAM, CD-RW, 3.5", DVD-ROM, 3-D GRAPHIC ACCELERATOR, DIRECT SERIAL & IR EXPANDABLE CAPABILITIES. DISTRIBUTION OF IMAGERY AND ORDERS DEMANDS MORE THAN THE 1.44MB A 3.5" WILL ALLOW FOR DISSEMINATION. 3D WILL SOON BECOME A STANDARD ONCE THE DVTE IS ON-LINE AND OPERATING - REQUIRING 3D GRAPHIC ACCELERATION & DVD-ROM. THE CURRENT NOTEBOOKS - PANASONIC CF-27'S - DO NOT MEET MY NEEDS, MUCH LESS FUTURE NEEDS...

THEY LIMIT MY CAPACITY TO ACT ON THE INGENUITY OF MY SUBORDINATES AND THE INITIATIVES OF MY COMMANDER. FURTHERMORE, THE HOURS OF WORK MY MARINES HAVE LOST DUE TO HARDWARE INEFFICIENCIES ARE NOT ACCEPTABLE.

BOTTOM LINE: WE - RIGHT NOW - NEED UPGRADED NOTEBOOKS WITH THE STATED SPECIFICATIONS. ENVIRONMENTAL PROTECTION IS NOT NEARLY AS IMPORTANT AS PLATFORM CAPABILITY, SO LONG AN APPROPRIATE TRANSPORT CASE - HARD OR SOFT - IS PROVIDED."

Captain Grayson T. Story S-2 Officer, 6th Marines



New MCHS TDN Server Requirement



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Equipment Configuration:

- a. Basic System:
- 1. ITEM NO.: Entry Level Server (19" rack mount)
- 2. SYSTEM DESCRIPTION:
- Two 1.26 GHz Pentium III Processors with 133 MHz Front Side Bus (FSB) (512KB cache)
- 2.0 GB ECC RAM (133 MHz) expandable to 4GB RAM or better
- Dual-channel Wide-Ultra-SCSI-3 RAID (160 Mbs) controller which supports RAID levels 5, 0 and 1.
- Four 36.4 GB HDD, 10,000 rpm, Wide-Ultra-SCSI-3 (160Mbs), front accessible, hot swappable, hot-standby
- 2 PCI expansion slots
- One full-duplex 10/100 BASE-TX UTP NIC
- Dual power supplies, 300 Watts, hot swappable
- Serial, Parallel, PS/2, and USB Ports
- One front accessible CD-RW, min. 24X
- One front accessible 3.5" 1.44 MB floppy disk drive
- One front accessible DDS-4 Tape Drive (20GB/40GB) (or DLT)
- One front accessible PC Card Reader (Fortezza capable) (2-Type II slots)
- MS Windows 2000 Server OS

Options:

- Maximum Depth 24 inches (22" objective)
- Maximum Height 2U (3.5 inches)
- Standard 19" rack mount
- Capaple of meeting MIL-STD 810 F (w/TDN rugged transit case protection)
- Maximum Weight 38 lbs
- Note: TAG® HDIT®-2000I-144R Rack-mount Server satisfies the above specifications

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Slides and additional information available at the MCHS Website: HTTP://www.mchs.marcorsyscom.usmc.mil

Next BPA



What would you like to see on the next BPA?

Discussion topics:

- 1. Add semi-ruggedized requirements not normally found on COTS.
- 2. Consolidate servers, laptops, and workstations.
- 3. Reduce or add options.
- 4. Others (PDA's, Blackberries, etc.)





New BPA Announcement

Mr. Riffe





Waiver Procedures/New Policies

Mr. Long HQMC C4



Revised IT Procurement Process

HWG Meeting 24 April 2002

CIO Intent

• Minimize IT-related expenditures in advance of NMCI.

• Provide HQMC C4 visibility on all IT spending.

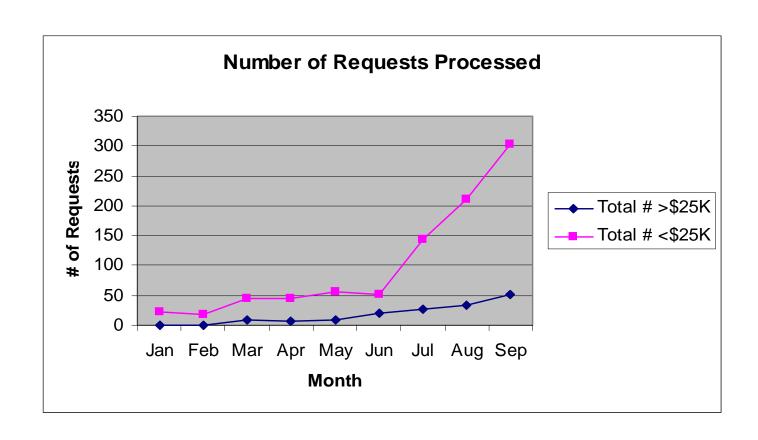
• Preclude duplicative spending on IT products and services.

Operational Impact

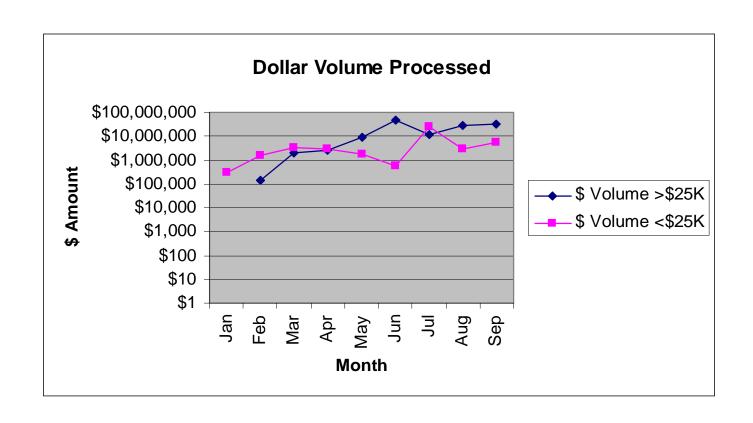
• More time spent than originally intended or envisioned on processing procurement requests.

• Marked volume increase since Jan '01.

Number of Requests Processed



Dollar Volume Processed



Revised Process

- IT Procurement Approval Process
 - ➤ Delegated review/decision responsibility to Major Commands.
 - ➤ HQMC C4 process requests involving IT procurements \$25K or greater only.
 - ➤ HQMC C4 act as final arbitrator in resolving any issues.

Process Enhancements

- Implement database application
 Marine Corps wide
 - **≻**Remedy
 - ➤ SQL database

Action Plan

- Published new MARADMIN
 - MARADMIN 473/01
- Upgrade Remedy Application
- Implement Remedy
 - 24 sites total
 - 10 sites completed
 - Camp Smith, MFP, MITNOC, MCB
 Quantico, MCSC, HQMC, Kansas City,
 MFL, Albany, Blount Island

Date

- 1 Oct 01
- 30 Dec 01



From: Nicknadarvich LtCol Michael E

Sent: Tuesday, March 05, 2002 2:51 PM

To: DallaBetta LtCol Mark A

Cc: Bodge GySgt Diane L; Kempster Maj Kurt A; Schnitzer Capt Sabre A Subject: RE: CLARIFICATION ON SERVER OPERATING SYSTEM

Do it. If we are going to buy servers during this interim time frame, especially AIS servers (because they remain USMC) we should buy the W2K Adv Server. However...

"Thou Shall Not Use Active Directory!"

Important that AIS developers, sponsors, contractors etc... understand this mandate -- no waivers, no exclusions.

Semper Fi LtCol Nick



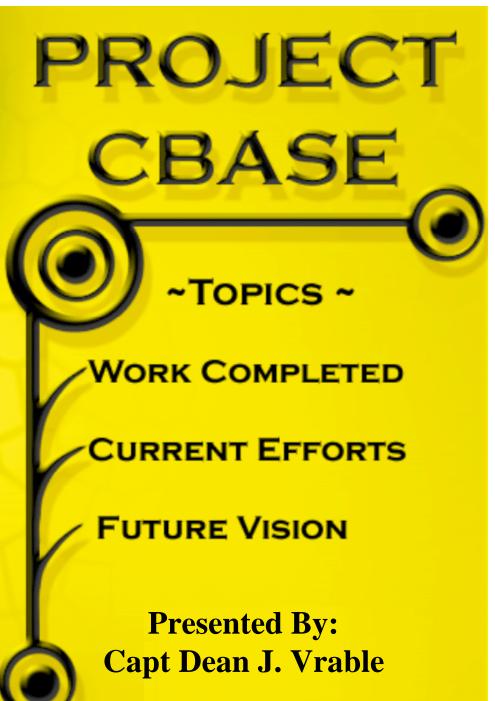


MCWL Brief

Capt Vrable MCWL







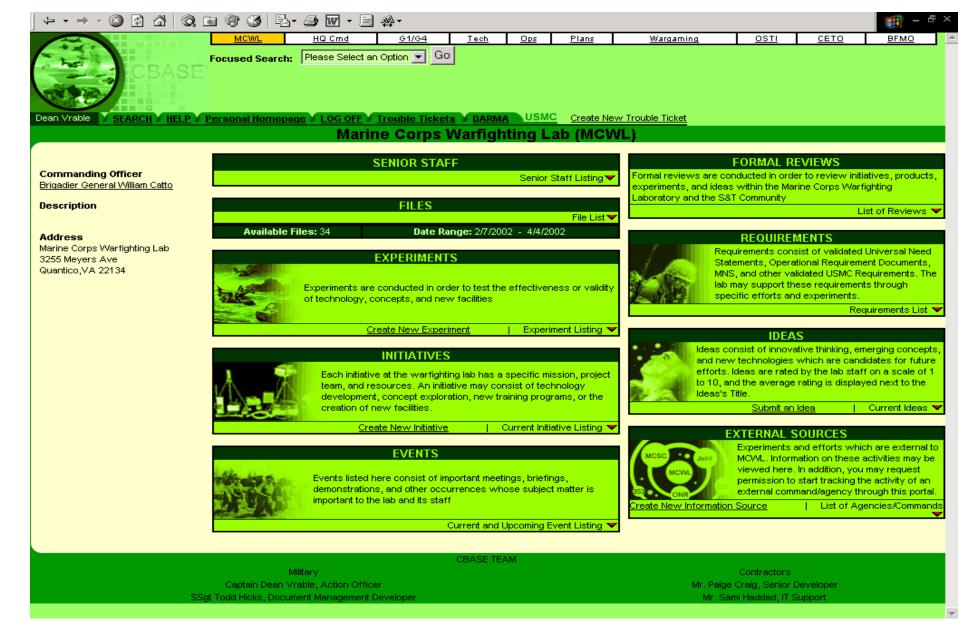


What Is CBASE?

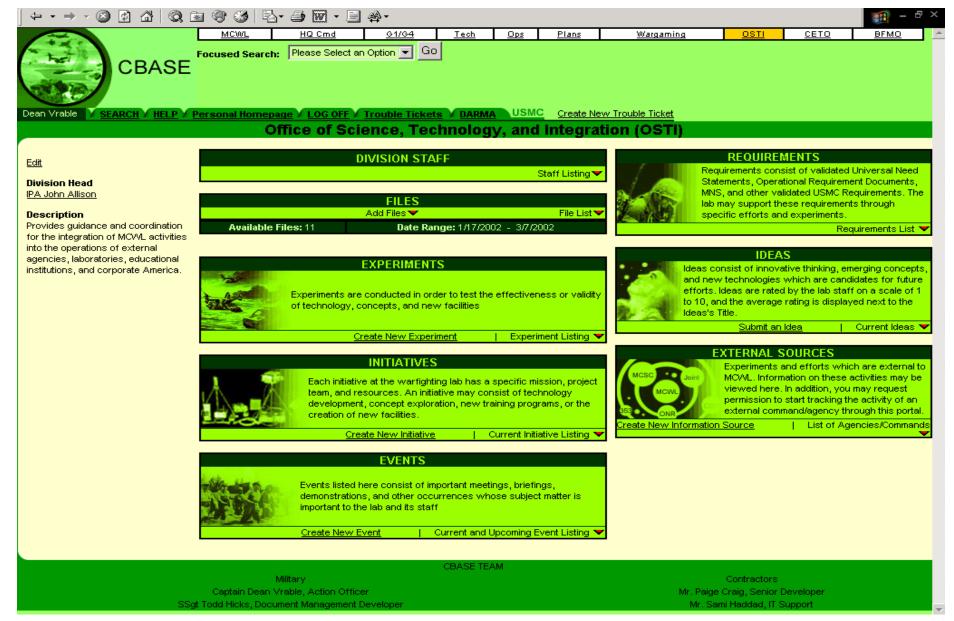
MCWL's Management Information System

- Web-based
- Resident on MCWL LAN
- Connectivity between MCWL divisions
- Access to real-time information
- NMCI Compatibility
 - » Windows 2000 Server, IIS 5.0
 - » SQL Server 2000, Active Server Pages
 - » Only Internet Explorer required on the Client

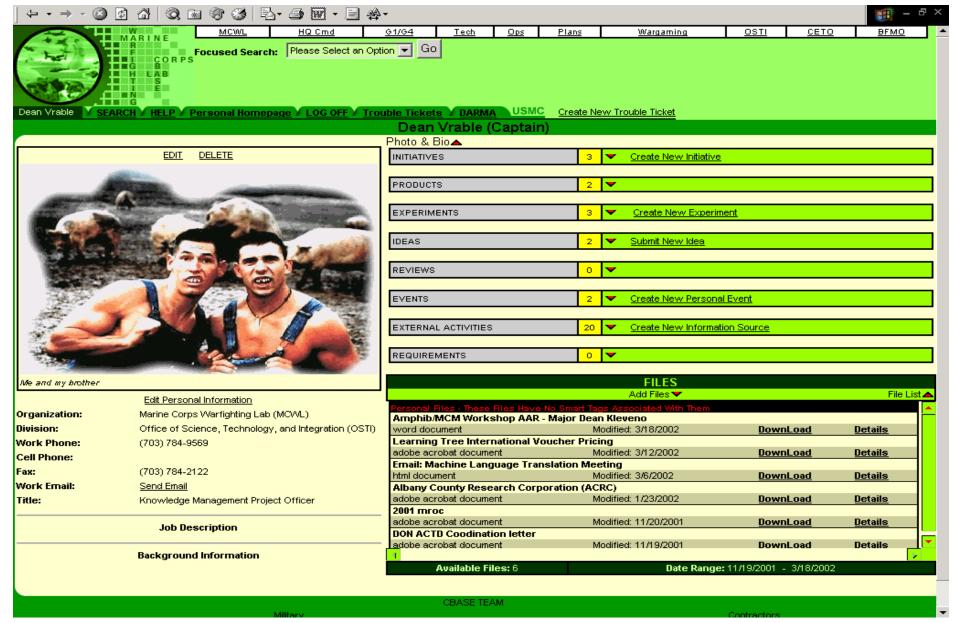






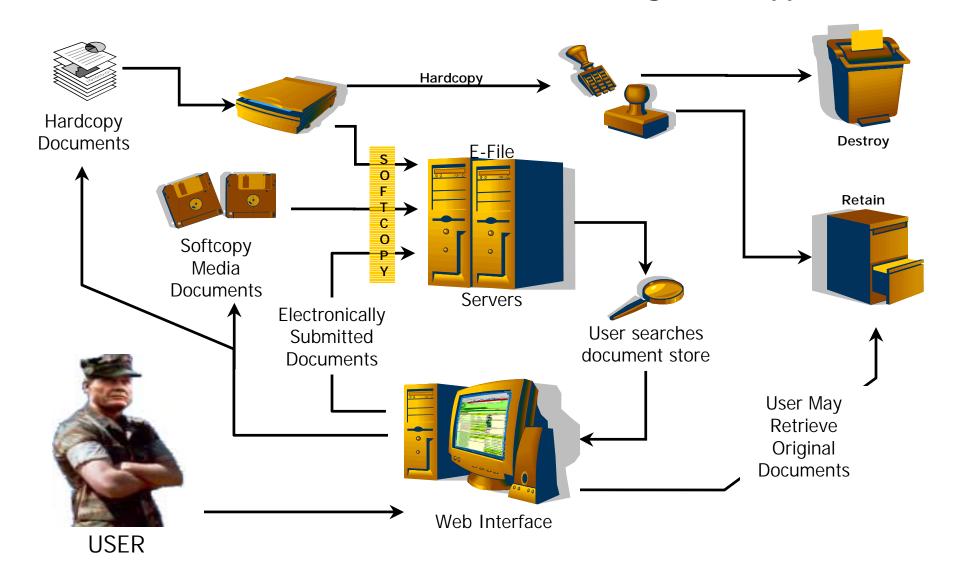




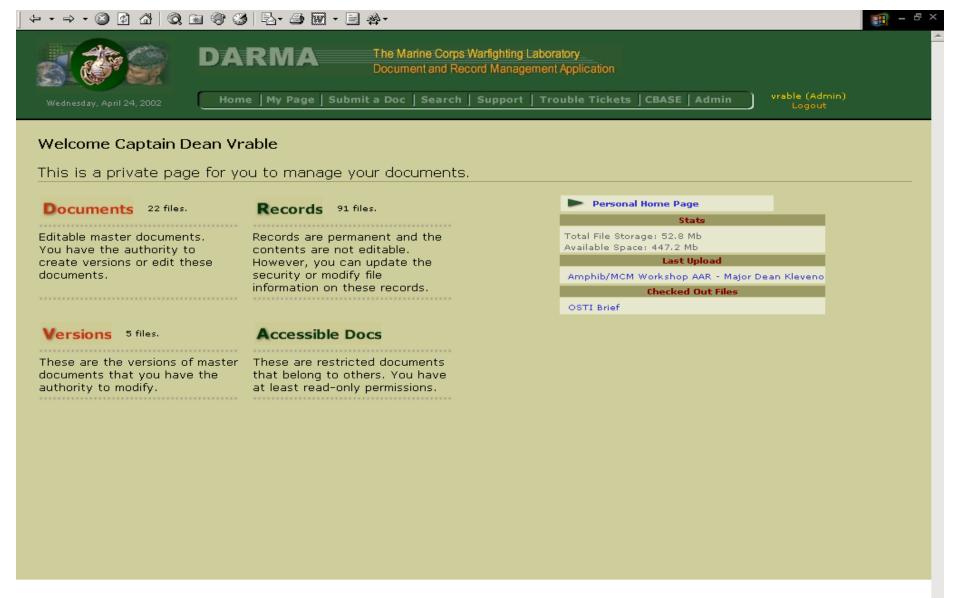




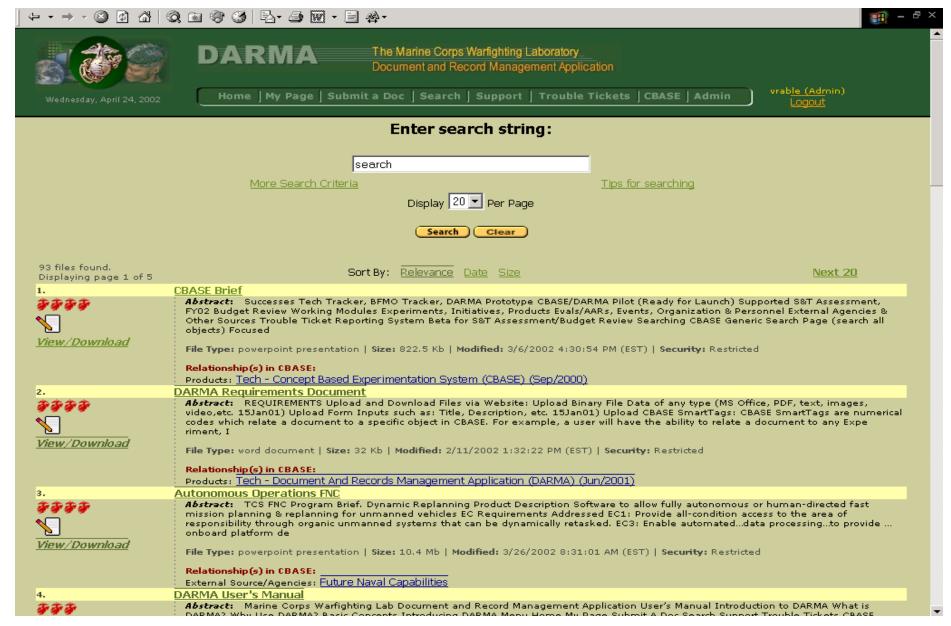
DARMA (Document And Records Management Application)



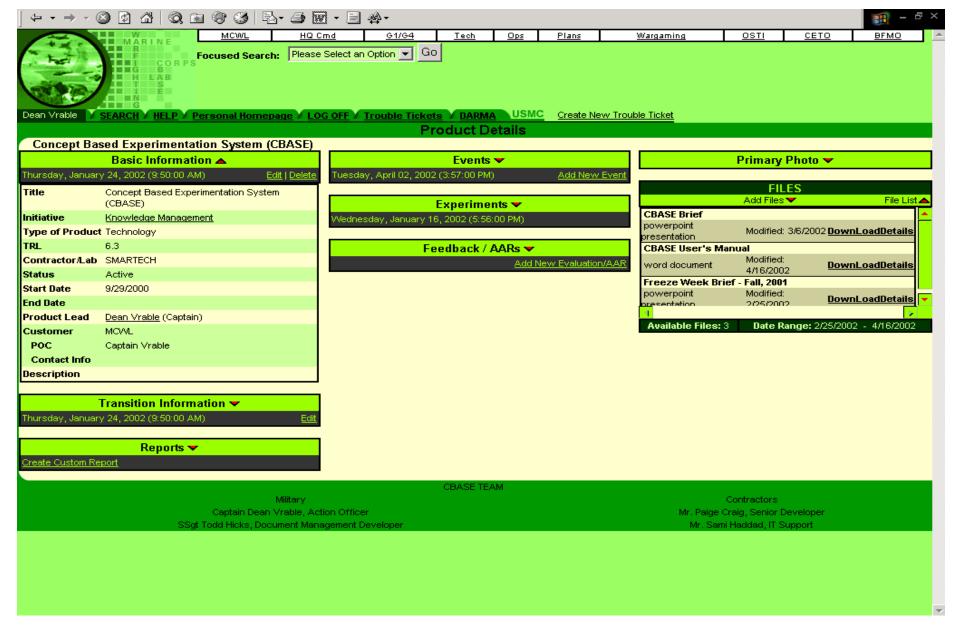














Current Efforts

- Two Phase System Implementation
- Integration With MARCORSYSCOM CAPS/TIGER
- Integration With MCCDC CDTS



Questions?



LUNCH





NMCI Contingency Plan

Mr. Glover
LtCol Ochs
LtCol Harrison

PM NMCI/IT



Enterprise Sustainment Initiative (ESI)

Bridging the Gap Information Brief

MCHS Working Group

Purpose

- Provide information on a plan for sustaining the Marine Corps IT infrastructure through FY02-03:
 - Background
 - Assumptions and Considerations
 - Budget and Fielding Plan
 - Plan of Action and Milestones
 - Pending Issues

Background

- \$73.5 O&M planned for NMCI Transition in FY02 (includes funds from Civilian Personnel billet reductions)
- DON Transition Delay(AOR slip May 02-Feb 03) Issues:
 - H/W and S/W (Including OS) Fielding and Refresh Deficiencies
 - Failing Infrastructure Upgrades
 - No BTI / NI Upgrades since FY00
 - Service/Maintenance Contracts & Warranties Expiring (4th Qtr FY02)
 - Impact of NMCI delay on Military and Civilian personnel assignments
- Issues hinge on USMC Transition Date (AOR 2nd Qtr FY03)
- Contingency Plan is required to "Bridge" USMC and Effectively Allocate Available Dollars
 - W/ No Plan...USMC & Dollars at Risk

Assumptions & Considerations

- Budgeted dollars available include O&M and PMC
 - PMC and O&M priorities will be determined
 - Procurement, CLIN 23 and leasing options are available
- USMC NMCI Transition is targeted for AOR in 2nd Qtr FY03
- IT infrastructure degradation must be minimized during FY02-03
- MARFOREUR, MARFORK, MCRC, MSG must be addressed
- Long lead-time items must be addressed
 - GFF, DISN Circuit Orders, and Legacy Applications
- Transition will take 12-18 months carrying into FY04
- MCEN Operations, MARFORINO, and MCHS focus
 - Many POP and IA products due for refresh (4th Qtr FY02)
 - Communications servers (~1300) due for refresh (4th Qtr FY02)
 - As many as 54,000 Desktop and Laptop computers could be fielded

Budget and Fielding Plan

ESI FIELDING STRATEGY

- "Vertical" starting with III MEF based on NMCI allocations
- Buy as much as possible for OPFORs with PMC, in FY 02 use CLIN 23 or Special Purpose Lease using O&M, MC in FY 03, else convert FY 03 to PMC

ESI Workstation Budget

igei	\$Millions				
	FY02	FY03	Total		
O&M,MC	Use CLIN 23 if \$ Avail	Change to PMC Use CLIN 23 if \$ Avail			
PMC	\$17.588	\$26.700	\$44.288		
BISOG	\$3.100	\$6.200	\$9.300		
TOTAL	\$20.688	\$32.900	\$53.588		

ESI Workstation AO

<u> </u>	FY02	FY03	Total
Desktops		6,621	6,621
Laptops	11,822	13,503	25,325
TOTAL	11,822	20,124	31,946

Plan of Action and Milestones

Goal - field new equipment starting NLT 1 August 2002

- 29 March Release ESI Warning Order Message (Pending)
- ✓ 12 April Draft Fielding Plan Complete
- 19 April Business Case Analysis-(Update in Progress)
- ✓ 18 April Release ESI OPFOR MCHS Laptop RFQ
- ✓ 19 April Draft Fielding Plan Complete
- ✓ 19 April Release ESI MCHS Desktop RFQ
- ✓ 23 April Place ESI Desktop MCHS Delivery Order
- 26 April Place ESI OPFOR MCHS Latptop DO
- 17 May CLIN 23 Resolved else, (Re-pgm FY03 O&M, MC)
- (Start Buys as soon as FY02 O&M to PMC swap is finalized)

Pending Issues

Issues that must be resolved to implement fielding plan

- Obtaining CLIN 23 pricing NLT Mid May 02
- Timely CLIN 23 contract modification
- Swap of FY02 O&M,MC for PMC finalized



Panasonic Power Adaptor

Mr. Helfstein



FM COMNAVSAFECEN NORFOLK VA//30/38// TO ALSAFE

- 1. A LIEUTENANT RECEIVED AN ELECTRIC SHOCK WHILE USING A PANASONIC "TOUGHBOOK" (MODEL CF-47) LAPTOP COMPUTER IN HIS STATEROOM WHEN HE TOUCHED THE METAL RING AROUND THE MICROPHONE HEADPHONE JACK. UPON NOTIFICATION, SPAWARSYSCEN CHARLESTON DETERMINED THE PROBLEM ALSO APPEARED IN THE CF-48 SERIES LAPTOPS. PANASONIC "TOUGH BOOK" (MODELS CF-47 AND CF-48) LAPTOP COMPUTERS HAVE A TWO-PRONG PLUG AND ARE WIDELY USED THROUGHOUT THE NAVY. THE SHOCK PROBLEM IS COMMON TO BOTH UNGROUNDED (SHIPBOARD) AND GROUNDED (SHORE) ELECTRICAL SYSTEMS.
- 2. REFS A, B, AND C CONFIRM THE HAZARD AFTER TESTING A NUMBER OF THESE UNITS. ADDITIONAL TESTING WAS CONDUCTED IN CONJUNCTION WITH PANASONIC. THE RETEST VALIDATED THE ORIGINAL FINDINGS OF SPAWAR. AN AC POTENTIAL IS TRANSMITTED THROUGH THE COMPUTER'S POWER SUPPLY TO THE COMPUTER'S METAL CHASSIS. THIS RESULTS IN ENERGIZING THE PROTRUDING METAL COMPONENTS. IN ONE INSTANCE, THE MEASURED VOLTAGE WAS 51 VAC. THIS POTENTIAL EXISTS ONLY WHEN ITS AC POWER ADAPTER SUPPLIES THE COMPUTER.
- 3. SPAWARSYSCOM AND COMNAVSAFECEN RECOMMEND YOU CHECK YOUR LAPTOP INVENTORY FOR PANASONIC "TOUGHBOOK" (MODELS CF-47 AND CF-48) LAPTOP COMPUTERS. IF YOU HAVE ANY:
 - A. ENSURE THE AC POWER SUPPLY IS PROVIDING POWER TO THE UNIT
- B. HAVE AN ELECTRICALLY TRAINED INDIVIDUAL USE A VOLTMETER TO CHECK THE POTENTIAL TO GROUND OF THE EXPOSED METAL ON THESE UNITS. THIS WILL VERIFY IF A SHOCK HAZARD EXISTS.
- C. IF THERE IS A SHOCK HAZARD, WE RECOMMEND YOU PLACE THE LAPTOP IN A SAFE LOCATION, CHARGE THE BATTERY, AND USE THE LAPTOP ON BATTERY POWER ONLY.
- 4. PANASONIC PLANS ON ISSUING FUTURE "TOUGHBOOK" MODEL CF-47 AND CF-48 WITH A DIFFERENT POWER SUPPLY. IT WILL HAVE A THREE-PRONG PLUG. SPAWAR WILL ISSUE AN ADVISORY ON HOW TO OBTAIN REPLACEMENT POWER SUPPLIES FOR THE LAPTOPS CURRENTLY IN THE FLEET. IF YOU HAVE ANY QUESTIONS, CONTACT THE POC LISTED ABOVE.//

FM COMNAVSAFECEN NORFOLK VA TO ALSAFE

- 1. CANCEL REF A. SPAWARSCEN HAS CONDUCTED FURTHER RESEARCH AND TESTING ON LAPTOP COMPUTERS USED BY SHIPBOARD AND SHORE COMMANDS. IT WAS FOUND THAT ANY LAPTOP COMPUTER THAT UTILIZED A "FLOATING GROUND" AND A TWO-PRONG PLUG FOR THE AC-POWER ADAPTER HAS THE POTENTIAL FOR A SHOCK HAZARD. AN AC POTENTIAL IS TRANSMITTED THROUGH THE COMPUTER'S POWER SUPPLY TO THE COMPUTER'S METAL CHASSIS. THIS RESULTS IN ENERGIZING THE PROTRUDING METAL COMPONENTS. THIS POTENTIAL EXISTS ONLY WHEN ITS AC POWER ADAPTER SUPPLIES THE COMPUTER.
- 2. MANUFACTURERS ENSURE THESE DEVICES ADHERE TO UL STANDARDS. BUT, THERE HAS BEEN A REPORT OF AN ELECTRIC SHOCK DUE TO THE ENERGIZED PROTRUDING METAL COMPONENTS. IF THE UNIT IS EQUIPPED WITH A THREE-PRONG GROUNDED AC ADAPTER, THE POTENTIAL OF A SHOCK HAZARD IS ELIMINATED.
- 3. SPAWARSYSCOM AND COMNAVSAFECEN RECOMMEND YOU CHECK YOUR LAPTOPS FOR COMPUTERS FOR AN AC POWER ADAPTER WITH A TWO-PRONG PLUG ON THE POWER CORD. IF YOU HAVE ANY:
 - A. ENSURE THE AC POWER SUPPLY IS PROVIDING POWER TO THE UNIT.
- B. HAVE AN ELECTRICALLY TRAINED INDIVIDUAL USE A VOLTMETER TO CHECK THE POTENTIAL TO GROUND OF THE EXPOSED METAL ON THESE UNITS. THIS WILL VERIFY IF A SHOCK HAZARD EXISTS.
- C. IF THERE IS A SHOCK HAZARD, WE RECOMMEND YOU PLACE THE LAPTOP IN A SAFE LOCATION, CHARGE THE BATTERY, AND USE THE LAPTOP ON BATTERY POWER ONLY UNTIL YOU OBTAIN A THREE-PRONG, GROUNDED AC POWER ADAPTER.
- 4. IF YOU FIND A LAPTOP WITH EXPOSED METAL THAT IS ENERGIZED, WE RECOMMEND YOU TAKE THE FOLLOWING ACTIONS:
- A. IF THE COMMAND PURCHASED THE COMPUTER, CONTACT THE MANUFACTURER TO PURCHASE A NEW AC ADAPTER WITH A THREE-PRONG PLUG.
- B. IF THE COMPUTER WAS INSTALLED AS PART OF A SYSTEM INSTALLATION OR UPGRADE (FOR EXAMPLE: SHIPALT, A&I, REACTOR PLANT MANUAL UPGRADE), CONTACT THE PROGRAM-OF-RECORD SPONSOR TO OBTAIN A NEW, THREE-PRONG GROUNDED AC POWER ADAPTER.
 - 5. IF YOU HAVE ANY QUESTIONS, CONTACT THE POC LISTED ABOVE.//



FY03 BPA LOGISTICS SUPPORT

Ms. Barbara Sullivan MCHS Logistics Manager DSN 278-0815 sullivanba@mcsc.usmc.mil





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MCHS STANDARD SUPPORT **DOCUMENTS**

- Windows
- Unix
- Ruggedized Laptop
- 1U Server



FY03 BPA SUPPORT



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- 3 yr world-wide warranty (option for 5 yrs)
 - Laptops & Desktops
 - Mail-back/carry-in (option for on-call)
 - Parts and labor
 - 72-hr in-plant turnaround (option for 24-hr)
 - Servers (option for 5 yrs)
 - Parts and on-call labor
 - Next business day (CONUS) (option for parts only in 24 hrs)



FY03 BPA Support (Cont.)



- Warranty claim admin
 - Help Desk
 - Web Site
 - Telephone Hotline
 - Warranty POC
- Warranty label
- Restore CD



FY03 BPA SUPPORT (Cont.)



- Documentation
- Classified HD Media Retention
- Asset Info Reports
 - Warranty Call Logs
 - Asset Information
- Spares deleted from FY 03 BPA
- Self Maintenance included in unit cost





QUESTIONS???





MCHS Vendor Trouble Calls

Mr. Burrell



CALL LOG ACTION ITEM from HW G DEC 2001

Condensed Version



CALL LOG ACTION ITEM from HW G DEC 2001



Gary Burrell

MCHS Asset Management System & MCEN Data Warehouse 703-784-0768 (DSN 278)

TrackingMA@mcsc.usmc.mil

SUMMARY

ACTION ITEM from DEC 2001 HWG

BPA WARRANTY CALL LOG REPORTS

• Warranty Help Desk Call Log Summary. The vendor shall log all warranty calls, track all problems until resolution, and reply to the originator. The vendor shall provide problem call logs, to include summary actions, to addressees in paragraph 5.3 on a monthly basis.

ACTION ITEM

- "Investigate vendor recurring problems with delivered equipment."
 - **REASON:** One Vendor's % of CALLS-TO-ASSETS
 - PERCENT: 'Number Of Calls'-Divided By 'Total # Fielded Assets'





and



ORANGES

ACTION ITEM

(CONT.)

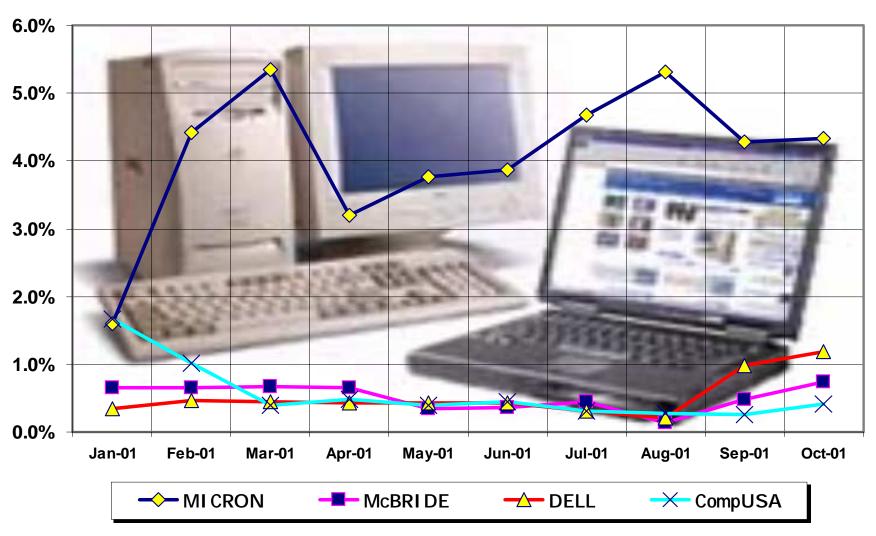
REVIEWED CALL LOG PROCEDURES!

- Lengthy Conference Calls with ALL Vendor's Help Desk Managers, Company VP's, Help Desk Clerks
 - Verified what EACH VENDOR Was Reporting THE SAME
 - "WARRANTY TROUBLE CALL" ONLY
 - One Unit One Problem covered by Warranty One Call
 - NO 'USER CAUSED' PROBLEMS THAT ARE NOT COVERED
 - Ensured Call Logging & Reporting is **CONSISTENT** for ALL Vendor Help Desks

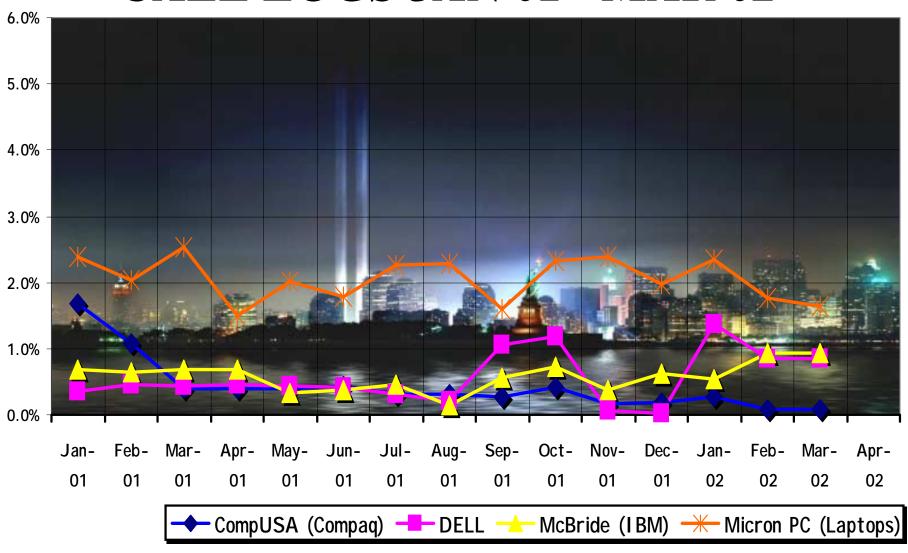
MICRON's 2001 CALL LOG REPORTS

- Reviewed Corrected Verified Resubmitted
 - Re-evaluated Re-Reported

CALL LOGS JAN 01 – OCT 01



CALL LOGS JAN 01 - MAR 02





• WHAT PURPOSE DOES THE PC SERVE?

- Server/Server Room
- Desktop/Office/Administrative
- Training/Classroom
- Portable/Travel/In The Field
 - Battlefield Environment
 - Shipboard/Proper 3-Prong Grounding
 - Vehicle Mount/Embedded







CONCLUSION

- <u>ALL</u> CURRENT VENDOR'S COMPUTER EQUIPMENT <u>MEET AND/OR EXCEED</u> 'COMPUTER INDUSTRY ACCEPTABLE PERFORMANCE & RELIABILITY STANDARDS'
 - Equal-To-Or-Less-Than 3% of Fielded Units
- Newer Equipment Models Seeing <u>Significantly</u> Increased Reliability & Performance Over Even Most Recent Assets
 - TECHNOLOGY & MINIATURIZATION !!
 - Maturing Significantly with Lower Failure Rate

END OF HWG PRESENTATION

BACKUP SLIDES AVAILABLE



MCHS New Action Items

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT



HWG 1-02 New Action Items

Actio n	Action Description	Tasked Agency (s)	Requesting Agency (s)	Status
1-02/1	Modify MCHS ordering process.	MCHS MARFORs	MARFORs	Open.
1-02/2	Report on policies for PDAs, Linux.	HQMC (C4)	HWG	Open.
1-02/3	Provide policy documentation on refresh policy (3-5 year policy)	PM NMCI/IT	MARFORPA C	Open.



MCHS Voting Issues

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT





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Voting Issues for MCHS HWG

- 1. Vote on new membership additions.
- 2. Vote on new BPA configurations.
- 3. Location for next HWG meeting.
- 4. Other voting issues.



New BPA Round Table Discussion

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT

Vendors



Round Table Discussion



Vendor Issues That Affect BPA Processing

<u>General</u>

- Configuration Management
- Updating Cumbersome
- Locked into old Technology

- Time Consuming
- Takes Too Long
- Non-listed Options

<u>Logistics</u>

- Trouble Call & Resolution Reporting
- Warranty
- Trouble Call & Resolution Reporting
- Product Perception
- Delivery
- Tracking

Contracts

• Scheduling

• Annual Performance Rating



Government Issues That Affect BPA Processing



<u>General</u>

- Configuration Management
- Updating Cumbersome
- Locked into old Technology
- No Flexibility

- Time Consuming
- Takes Too Long
- Non-listed Options

Logistics

- Trouble Call & Resolution Reporting
- Warranty
- Trouble Call & Resolution Reporting
- Product Perception
- Delivery
- Tracking

Contracts

• Scheduling

• Annual Performance Rating





Vendor Road Map Briefing Intel

Mr. Everard





Vendor Road Map Briefing Dell

Mr. Martin





Vendor Road Map Briefing Micron

Ms. Alexander





Closing Remarks

Mr. Nguyen Chairman Hardware Working Group MCHS NMCI/IT

